

LawCare Impact Report 2020



We have provided emotional support to **738** people
A 9% increase on 2019

Our peer supporters have provided ongoing support to **77** people

We funded **84** hours of counselling

We've spent **327** hours providing support on the phone
Calls last on average **14** mins
Answering a call every **2 1/4** hours

Top three issues people contacted us about

- 23% Stress
- 15% Anxiety
- 10% Bullying

People who contacted us:

69% women
30% men
1% not disclosed



Of those who gave their age:

21-30 **35%**
31-45 **34%**
46-60 **24%**
61+ **7%**

13% Worsening of existing mental health issues

From March **34%** of calls, emails and webchats had a COVID element

11% Struggling to adapt to working from home (due to poor supervision, procedures, or provision of equipment)

12% Not being permitted to work from home

11% Feeling isolated

9% Being overloaded with work

There were also practical issues related to childcare, relationship strain, redundancy or inability to find a job, financial concerns

We are lucky to have a team of volunteers supporting our work

113 in total



100% believe LawCare values its volunteers

93% said they were satisfied with their role as a volunteer

84% felt part of a team helping support the legal profession

We spoke at **94** online events



We gave **52** training presentations

reaching over **2,000** people

24,000 people engaged with our Fit for Law online learning resource



With **1,441** enrolling on the course

Our website traffic has increased by

50%



We featured in **146** items of media coverage last year



with over **60,000** people visiting our site last year

we appointed **11** more LawCare Champions, taking our team of ambassadors to 37



We sent information about our Life in the Law study to over

3,900

legal organisations and professionals, encouraging them to take part

Thank you to our funders and supporters who donated

£324,817



It costs **£550** a day to run our support service



We spend **85p** in every pound on providing support, prevention and education



It costs **£750** to train a LawCare helper volunteer or peer supporter